



SOCIAL SECURITY
Office of the Chief Information Officer

January 24, 2007

Ms. Karen Evans
Administrator for E-Government and Information Technology
Office of Management and Budget
Washington, D.C. 20503

Dear Ms. Evans:

On behalf of the Social Security Administration (SSA), I am pleased to submit our E-Government annual report in accordance with the E-Government Act of 2002, as requested in your August 25, 2006, memorandum. SSA is implementing the provisions of the Act in administering new and ongoing IT initiatives; in supporting the President's Management Agenda and the President's E-Government initiatives; by linking our investments with our strategic goals and objectives; by interacting successfully with citizens, business and government; and by sharing information and programs across agencies, as appropriate.

SSA continues to excel in the area of providing E-Government service to citizens. The Federal American Customer Satisfaction Index Scorecard for Q3/06 shows that the Internet Social Security Benefits Application (ISBA) and the Application for Help with Medicare Prescription Drug Costs (i1020) topped all Federal websites with a score of 87 each. Additionally, SSA's Business Services Online (BSO) placed third with a score of 82 while the SSA Retirement Planner placed fifth overall. This means that SSA took four of the top five spots in the E-Commerce category based on customer satisfaction.

Other notable accomplishments during 2006 include SSA's continued growth in the area of electronic Disability processing (eDIB) through a series of Disability Service Improvement (DSI) initiatives; expanded options for submission of electronic medical evidence (EME); IT infrastructure improvements to support the Agency's goal of providing secure expanded services to the public electronically; and great success with the online Application for Help with Medicare Prescription Costs (i1020) application that we are highlighting in this year's memorandum. Many more examples of SSA's E-Gov internal initiatives can be found, identified, and described within the Information Resources Management Strategic Plan located at [IRM Strategic Plan](#).

Application for Help with Medicare Prescription Costs (i1020)

The Agency's E-Government Act Report is located at: <http://www.ssa.gov/irm>

In July 2005, the Social Security Administration (SSA) launched the online version of the Medicare Part D Subsidy Application for Help with Medicare Prescription Drug Costs (i1020). This new Internet application enabled eligible seniors and people with disabilities, or their representatives, to apply for financial help with Medicare prescription drug costs.

The online version resulted from legislative changes under the Medicare Prescription Drug, Improvement, and Modernization Act of 2003. SSA wanted to maximize the use of automation not only to process these forms efficiently, but also to process them in a timely manner. The system is 508 compliant and if individuals did not have access to the Internet, the paper application was available. In addition, SSA encouraged third parties, States and other non-profit organizations to assist individuals in completing the Internet application.

Since implementation, public satisfaction has been consistently high. With a score of 87, it has the highest overall rating in any category in the American Customer Satisfaction Index. In fiscal year 2006, over 500,000 individuals used the online version to apply for help with Medicare prescription drug costs.

Electronic Information Dissemination

SSA has a process in place for determining which information will be available on the Internet, based on the needs of its many audiences. For several years, we have used the following mechanisms and feedback channels to identify those needs:

- American Customer Satisfaction Index surveys
- Quality Assurance surveys conducted by our Office of Quality Performance
- SSA's Online Public Comment System
- Focus groups and online chats
- Feedback from callers to our 800# and visitors to our Field Offices
- Comments from our Regional Communication Directors and local Public Affairs Specialists
- Letters to our Office of Public Inquiries
- Emails from the public to our Webmaster mailbox
- Census data

We measure public feedback to provide executive-level guidance on which areas of policy, internet services, or other information require updating, thus ensuring that high quality information is available in a timely manner and useable format.

To ensure the best public service, our Communications Planning process then identifies:

- Messages
- Audiences
- Tactics
- Tools
- Locations
- Resources
- Evaluation methods, and more.

Based on feedback we receive from the public and Executive direction, we have developed some of the most-visited pages and services, including:

- Online Retirement Application
- Popular Baby Names
- Social Security Number and Card
- What You Can Do Online
- Benefit Calculators
- Social Security Statement
- Get Help With Your Situation
- Multilanguage Gateway
- Frequently Asked Questions
- Online Forms
- Online Publications

Depending on the universality and urgency of the information to be provided, we inform the public not only via the Internet, but also via other means, such as Press Releases, paper publications, Public Service Announcements, newspaper articles, and face-to-face meetings, briefings, and seminars.

Since its inception in 1994, Social Security Online was intended to provide all of the information the public wants and needs on the Web. To this end, we work collaboratively to schedule and publish new content on the Web. As a result, SSA has developed Web content that includes over 20,000 documents along with the richest collection of historical documents in the Government.

To ensure that our Web content is current and accurate, the Social Security EGov Council earlier this year directed a workgroup to develop policies and procedures governing Web content. We also developed a Web Content Inventory that describes the priorities attached to, and publication schedules for, all of the information on our website. The public can visit the Web Content

Inventory and comment at any time. Before publication, all information on our website is reviewed for accessibility to people with disabilities; our goal is that, over time, the presentation of all information on our website also be tested for usability by the general public. Finally, to ensure public satisfaction with Social Security Online, we acquired and implemented a new and more robust search engine. This new service can now provide the public with meaningful results in less than 0.1 second, increasing the public's satisfaction measurably.

Information Dissemination and FOIA

On December 14, 2005, the President signed Executive Order 13392, which requires Federal agencies to review their FOIA operations and procedures in order to formulate plans to improve operations with both efficiency and customer service in mind. The Executive Order also requires agencies to name a senior FOIA Official to oversee all agency implementation plans and the overall administration of FOIA. The plans must be reported to the Office of Management and Budget and the Department of Justice and be posted on agency websites by June 14, 2006. SSA has implemented all requirements and the FOIA documentation requested can be found at [SSA FOIA](#).

SSA has a prominent FOIA page on its website at: <http://www.socialsecurity.gov/foia>, with a "Guide to FOIA Requests" located therein. This Guide advises members of the public how to make FOIA requests and provides information about fees and available documents, as well as SSA's FOIA and Privacy regulations.

We have developed a form that members of the public can use to request a copy of a deceased individual's application for a Social Security number. This form can be printed directly from the FOIA page, completed and sent to SSA's Division of Earnings Records Operations, the FOIA Requester Service Center responsible for the response. Our FOIA and Privacy regulations can also be accessed from the FOIA page [SSA FOIA Home Page](#).

Additionally, our Agency executives have responded to OMB and legislative issues in assuring that Personally Identifiable Information (PII) is being properly managed by our Agency.

Section 207 (e) of the Act—NARA Guidelines and Records Management

SSA actively supports the electronic records management goals of the Presidential Initiative, E-Records Management. In coordination with NARA, the Agency has set a course to ensure all electronic records are managed and scheduled by September 30, 2009 as required in the December 2005 NARA mandate. This initiative provides policy and direction to all Federal Agencies on the need to improve the management of electronic records, including web records, as directed by Section 207(e) of the E-Government Act of 2002, [44 U.S.C. 3601].

The Agency is fulfilling its responsibilities by identifying unscheduled electronic records and, through its Records Management Staff, providing guidance for preparing schedules as needed. Agency initiatives include outreach training, ongoing collaboration with NARA and identification of electronic records in new systems as they are being developed. At the same

time the Agency continues to develop the Claims File Records Management System, an electronic record keeping system to manage electronic claims files.

The Agency's Record Management Staff participates in NARA-sponsored Federal records management training to become certified specialists who are knowledgeable in all areas of records management. Staff attends regular NARA-hosted meetings on records management to ensure the Agency complies with NARA regulations.

The Agency has reviewed and acted appropriately on all NARA guidelines, policies and procedures released in accordance with the eGov Act of 2002.

Should you have any questions regarding this report, please contact me.

Sincerely,

Thomas P. Hughes
Chief Information Officer